

# Hey.

## Big Changes May Be Coming to Your Medicaid Coverage.



## What Should You Do?

### Update Your Contact Information!

Let's make sure you stay in charge of your healthcare coverage.

### What to Do First:

The best first step is to visit [staycovered.ga.gov](https://staycovered.ga.gov).

**Need help?** We've got you covered. You can schedule an in-person visit for support at your local Division of Family and Children Services office. To find the location and business hours for your local office, visit: [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations).

If you need help reading this information or communicating with us, call **1-877-GA-DHS-GO** (1-877-423-4746). Our services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind, or have difficulty speaking, you can call us at the number above by dialing **711** (Georgia Relay).



# Here Are More Facts, Just for You



## Why Is It Important to Act Now?

### To Stay in Charge of Your Healthcare Coverage.

When the federal government ends the COVID public health emergency, every state, including Georgia, will be required to check who is still eligible to receive Medicaid or PeachCare for Kids® coverage. This is called a "redetermination process." During this time, Medicaid and PeachCare for Kids® members may be asked to provide more information or complete certain steps. It is very important to respond to these requests that will be sent in the mail or to your email.

## Who May Be Affected?

### People Enrolled in Medicaid or PeachCare for Kids® Coverage.

Since the pandemic was considered a public health emergency, most did not have their Medicaid or PeachCare for Kids® eligibility reviewed during that time, but that will soon be changing. Here's some good news: If you or your family have been receiving Medicaid or PeachCare for Kids® benefits and haven't taken other steps, you may still have coverage\*. Now is the perfect time to update your information so you can stay informed.

### People Who Are Not Sure if They Are Enrolled in Medicaid or PeachCare for Kids® Coverage.

If you think you or your family may be enrolled in Medicaid or PeachCare for Kids® coverage, but you aren't sure, now is the time to take action to learn your status.

## Get Started Today

- **Visit [staycovered.ga.gov](https://staycovered.ga.gov)** to update your contact information and stay in control of your healthcare.
- After providing updated contact information, you can receive updates, resources, and alerts related to your status.



\*The redetermination process does not guarantee any person's eligibility for Medicaid or other available coverage.

# CHANGES ARE COMING UPDATES ARE NEEDED!



GEORGIA WILL SOON BE REDETERMINING EVERYONE'S **MEDICAID** ELIGIBILITY

## 4 RELIABLE WAYS TO UPDATE YOUR CONTACT INFORMATION BEFORE IT'S TOO LATE!

### ONLINE

Log in and update your contact information at  
Georgia Gateway: <https://m.gateway.ga.gov/> or  
<https://gateway.ga.gov>

**Available 24/7** - This is the fastest way to stay informed.

### IN-PERSON

Schedule an appointment at your local Division of Family and Children  
Services (DFCS) office for help updating your information.

**Case managers are available by appointment only.**

FIND YOUR LOCAL OFFICE & HOURS:

<https://dfcs.georgia.gov/locations>

### BY EMAIL

Contact DFCS by email at  
**customerserviceDHS@dhs.ga.gov**

Be sure to save a copy of your sent email.

### BY PHONE

Update your contact information by calling  
**1-877-GA-DHS-GO (1-877-423-4746)**

OR dial **711** if you are deaf, hard of hearing, blind,  
or have problems with speech.

### **HAVING A PROBLEM? NEED HELP?**

CALL GEORGIA LEGAL  
SERVICES PROGRAM (GLSP):

**1-866-442-3676**

IF YOU HAVE MEDICARE CALL:

**1-888-632-6332**

# Your Medicaid Redetermination Timeline

The State of Georgia will check to see if you're still eligible for coverage. Take charge by marking dates and following these steps.

## WHAT TO DO TODAY:

Confirm your contact info at [gateway.ga.gov](https://gateway.ga.gov) and get your redetermination date.

## TIMELINE:

45 Days Before Your Redetermination Deadline:	15 Days Before Your Redetermination Deadline:	Your Redetermination Deadline:	30 Days After Your Redetermination Deadline:
			
<p>Receive redetermination letter or email.</p> <p>Keep track of dates and requests.</p>	<p>You will receive a reminder that your coverage eligibility decision is coming soon.</p> <p>Prepare and submit any requested documents ASAP.</p>	<p>Paperwork due.</p> <p>If eligible, this is your renewal date. If not, this is your expiration date.</p>	<p>If you have been denied coverage and believe there is an error, you can request a fair hearing within 30 days of your denial notice.</p>

Questions? Visit [staycovered.ga.gov](https://staycovered.ga.gov) for more information.

For your privacy and security, only update your contact information on the official DHS Gateway site, at a DFCS office, or through the official DHS phone system at 1-877-GA-DHS-GO (1-877-423-4746). Services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind or have difficulty speaking, you can call us at the number above by dialing 711.

# Five Steps to Appeal Your Medicaid Decision

If you think your denial decision was an error, here's how to appeal:

1



**Find your denial reason in your letter**

You may only need to submit additional paperwork to be reinstated.

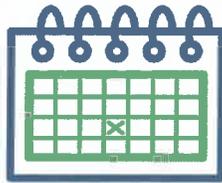
2



**Request a fair hearing within 30 days of denial notice**

Your denial letter includes instructions on how to request a fair hearing.

3



**Get a fair hearing date**

You'll receive a notice by mail from the Office of State Administrative Hearings (OSAH) with your fair hearing date, time, and location. Visit [osah.ga.gov](https://osah.ga.gov) for more information.

4



**Collect your evidence**

Bring supporting documents and evidence, like receipts and bills, to the hearing. Learn more about what to bring in this [OSAH video](#).

5



**Wait for the judge's decision**

Your judge won't make a decision at your hearing, but you will be notified by letter or email. If you win your appeal, your coverage will be backdated so there is no lapse. If your appeal is denied, you'll be directed to the federal marketplace for affordable healthcare options.

Watch the [OSAH video](#) for more information.

For your privacy and security, only update your contact information on the official DHS Gateway site, at a DFCS office, or through the official DHS phone system at 1-877-GA-DHS-GO (1-877-423-4746). Services, including interpreters, are free. If you are deaf, hard of hearing, deaf-blind or have difficulty speaking, you can call us at the number above by dialing 711.



# **LOSING MEDICAID COVERAGE? WE CAN HELP!**

- **RECEIVED A MEDICAID TERMINATION?**
- **HAVING PROBLEMS WITH YOUR  
MEDICAID RENEWAL?**

**CALL**

**GEORGIA LEGAL SERVICES PROGRAM**

 **1-866-442-3676**

**OR BOOK AN APPOINTMENT ONLINE AT**

**[bit.ly/gaenroll\\_appt](https://bit.ly/gaenroll_appt)**

**(EVENING & WEEKEND APPOINTMENTS ARE AVAILABLE)**



**GEORGIAENROLL@GLSP.ORG**